

3661

PTO/SB/08B (08-03)

Approved for use through 07/31/2006. OMB 0651-0031
U.S. Patent and Trademark Office; U.S. DEPARTMENT OF COMMERCE

Under the Paperwork Reduction Act of 1995, no persons are required to respond to a collection of information unless it contains a valid OMB control number.

INFORMATION DISCLOSURE STATEMENT BY APPLICANT (Use as many sheets as necessary)		Complete if Known	
		Application Number	09/998,926
		Filing Date	November 30, 2001
		First Named Inventor	Delany
		Art Unit	3661
		Examiner Name	
Sheet 1	of 2	Attorney Docket Number	OBLX-01028US0

NON PATENT LITERATURE DOCUMENTS			
Examiner Initials*	Cite No. ¹	Include name of the author (in CAPITAL LETTERS), title of the article (when appropriate), title of the item (book, magazine, journal, serial, symposium, catalog, etc.), date, page(s), volume-issue number(s), publisher, city and/or country where published.	T ²
		LEON, McAfee's NetTools Promises to Ease Network Desktop Diagnosis, InfoWorld, San Mateo, 7/24/1995, Vol. 17, Iss. 30, p. 53.	
		COONEY, IBM rolls out host- and server-based mgmt. apps, Network World, Framingham, 2/6/1995, Vol. 12, Iss. 6, pp. 6-7.	
		WALSH, Remedy releases three applications for help-desk suite, InfoWorld, San Mateo, 4/21/1997, Vol. 19, Iss. 16, p. 34.	
		SCHMERSAL, Testing to maintain service standards, Communications News, Nokomis, Mar. 1998, Vol. 35, Iss. 3, pp. 22-23.	
		MUSTHALER, The trouble with help desk selection, Network World, Framingham, Feb. 20, 1995, Vol. 12, Iss. 8, pp. 35-39.	
		Clear Trust, Unified Access Management, Securant Technologies, Inc., pp. 1-23, 1997.	
		SiteMinder Agent Operations, Version 4.0, Netegrity Inc., 1997	
		SiteMinder Deployment Guide, Version 4.0, Netegrity Inc., 1997	
		SiteMinder Policy Server Operations Guide, Version 4.0, Netegrity Inc., 1997	
		SiteMinder Developer's API Guide, Version 4.0, Netegrity Inc., 1997	

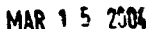
RECEIVED
MAR 17 2004
GROUP 3600

Examiner Signature	Date Considered
--------------------	-----------------

*EXAMINER: Initial if reference considered, whether or not citation is in conformance with MPEP 609. Draw line through citation if not in conformance and not considered. Include copy of this form with next communication to applicant.

¹ Applicant's unique citation designation number (optional). ² Applicant is to place a check mark here if English language Translation is attached.
This collection of information is required by 37 CFR 1.98. The information is required to obtain or retain a benefit by the public which is to file (and by the USPTO to process) an application. Confidentiality is governed by 35 U.S.C. 122 and 37 CFR 1.14. This collection is estimated to take 2 hours to complete, including gathering, preparing, and submitting the completed application form to the USPTO. Time will vary depending upon the individual case. Any comments on the amount of time you require to complete this form and/or suggestions for reducing this burden, should be sent to the Chief Information Officer, U.S. Patent and Trademark Office, P.O. Box 1450, Alexandria, VA 22313-1450. DO NOT SEND FEES OR COMPLETED FORMS TO THIS ADDRESS. SEND TO:
Commissioner for Patents, P.O. Box 1450, Alexandria, VA 22313-1450.

If you need assistance in completing the form, call 1-800-PTO-9199 (1-800-786-9199) and select option 2.



Approved for use through 07/31/2006. OMB 0651-0031

U.S. Patent and Trademark Office: U.S. DEPARTMENT OF COMMERCE

Under the Paperwork Reduction Act of 1995, no persons are required to respond to a collection of information unless it contains a valid OMB control number.

Substitute for form 1449/P16

(Use as many sheets as necessary)

Complete if Known

Application Number

09/998,926

Filing Date

November 30, 2001

First Named Inventor

Delany

Art Unit

3661

Examiner Name

Attorney Docket Number

OBLX-01028US0

[illegible]

RECEIVED
MAR 17 2004
GROUP 3600

Examiner
Signature

Date
Considered

*EXAMINER: Initial if reference considered, whether or not citation is in conformance with MPEP 609. Draw line through citation if not in conformance and not considered. Include copy of this form with next communication to applicant.

¹ Applicant's unique citation designation number (optional). ² Applicant is to place a check mark here if English language Translation is attached.

This collection of information is required by 37 CFR 1.98. The information is required to obtain or retain a benefit by the public which is to file (and by the USPTO to process) an application. Confidentiality is governed by 35 U.S.C. 122 and 37 CFR 1.14. This collection is estimated to take 2 hours to complete, including gathering, preparing, and submitting the completed application form to the USPTO. Time will vary depending upon the individual case. Any comments on the amount of time you require to complete this form and/or suggestions for reducing this burden, should be sent to the Chief Information Officer, U.S. Patent and Trademark Office, P.O. Box 1450, Alexandria, VA 22313-1450. DO NOT SEND FEES OR COMPLETED FORMS TO THIS ADDRESS. **SEND TO: Commissioner for Patents, P.O. Box 1450, Alexandria, VA 22313-1450.**

If you need assistance in completing the form, call 1-800-PTO-9199 (1-800-786-9199) and select option 2.